

WEST Search History

DATE: Monday, November 17, 2003

<u>Set Name</u>	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u>
side by side			result set
<i>DB=JPAB,EPAB,DWPI; THES=ASSIGNEE; PLUR=YES; OP=OR</i>			
L4	acd and agent and simulat\$	4	L4
L3	acd and agent and (hierarchy or hierarchi\$)	0	L3
L2	L1	0	L2
<i>DB=PGPB,JPAB,EPAB,DWPI,TDBD; THES=ASSIGNEE; PLUR=YES; OP=OR</i>			
L1	acd and simulat\$ and agent and (hierarchy or hierarchi\$)	15	L1

END OF SEARCH HISTORY

WEST☐ Generate Collection☐ Print

L4: Entry 1 of 4

File: JPAB

Nov 9, 2001

PUB-NO: JP02001312538A

DOCUMENT-IDENTIFIER: JP 2001312538 A

TITLE: METHOD AND DEVICE FOR RESERVING RESOURCES TO ANTICIPATED WORK ITEMS VIA
SIMULATED WORK ITEMS

PUBN-DATE: November 9, 2001

INVENTOR-INFORMATION:

NAME

COUNTRY

MULLEN, DAVID

ASSIGNEE-INFORMATION:

NAME

COUNTRY

AVAYA TECHNOLOGY CORP

APPL-NO: JP2001066052

APPL-DATE: March 9, 2001

INT-CL (IPC): G06 F 17/60; H04 M 3/42; H04 M 3/51

ABSTRACT:

PROBLEM TO BE SOLVED: To provide a method and device for reserving resources to anticipated work items via simulated work items.

SOLUTION: A work flow manager (150) reserves resources for dealing with actual anticipated work items, by transmitting simulated artificial work items to resources before the actual work items become available. The resources rather wait the actual work item without dealing with the work item simulated. When this actual work item is made available, it is substituted for the work item simulated, and the resources deal with the operations simulated. For example, in an automatic call delivery(ACD) system (101) that deal with various types of correspondences, (at step 2) it is anticipated data how many agents are needed in each type, (at step 204) it is decided that actually how many agents are available (are reserved).

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L4: Entry 2 of 4

File: EPAB

Oct 10, 2001

PUB-NO: EP001143364A1

DOCUMENT-IDENTIFIER: EP 1143364 A1

TITLE: Reserving resources for anticipated work items via simulated work items

PUBN-DATE: October 10, 2001

INVENTOR-INFORMATION:

NAME

COUNTRY

MULLEN, DAVID

US

ASSIGNEE-INFORMATION:

NAME

COUNTRY

LUCENT TECHNOLOGIES INC

US

APPL-NO: EP00308691

APPL-DATE: October 3, 2000

PRIORITY-DATA: US52179500A (March 9, 2000)

INT-CL (IPC): G06 F 17/60

EUR-CL (EPC): G06F017/60

ABSTRACT:

CHG DATE=20011102 STATUS=O> A workflow-manager (150) reserves a resource for processing an anticipated real work item by sending a simulated, artificial, work item to the resource before the real work item becomes available. The resource does not process the simulated work item, but rather awaits the real work item. When the real work item becomes available, it is substituted for the simulated work item, and the resource processes it. For example, in an ACD system (101) that processes various types of communications, it is anticipated on a per-type basis how many agents (102-104) will be needed (202) versus how many are available (204). Any shortfall is cured by generating (210) tokens representing that many simulated communications of that type and enqueueing, dequeuing, and assigning the tokens to agents like any other arriving communications. Any excess is cured by canceling (210) that many outstanding, pending, tokens of that type. When a real communication of that type arrives (300), it is substituted (312,314) for the oldest token of that type, either in queue or at an assigned agent. To be fair to all agents, an assigned token is periodically reassigned from one agent to an available another agent.

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L4: Entry 3 of 4

File: EPAB

Sep 24, 1998

PUB-NO: WO009842118A1

DOCUMENT-IDENTIFIER: WO 9842118 A1

TITLE: METHOD AND APPARATUS FOR SIMULATING A CENTRAL QUEUE FOR DISTRIBUTING CALLS IN A DISTRIBUTED ARRANGEMENT OF AUTOMATIC CALL DISTRIBUTORS

PUBN-DATE: September 24, 1998

INVENTOR-INFORMATION:

NAME

COUNTRY

DURINOVIC-JOHRI, SANJA

LEVY, YONATAN A

SABINAS, SUHASINI V

ASSIGNEE-INFORMATION:

NAME

COUNTRY

AT & T CORP

US

APPL-NO: US09804872

APPL-DATE: March 16, 1998

PRIORITY-DATA: US04107797P (March 18, 1997), US04022398A (March 12, 1998)

INT-CL (IPC): H04 M 3/50

EUR-CL (EPC): H04M003/523; H04M003/32

ABSTRACT:

CHG DATE=19990905 STATUS=C>Calls may be distributed and load balancing maintained for a distributed automatic call distributor (ACD) system by simulating a central FIFO queue at the central routing point of the system. The simulated FIFO queue either requires that the number of calls in queue and the oldest call waiting time of calls at each automatic call distributor be periodically provided to the central routing point or event-based data be provided on each call answered in the system or not routed by the central routing point. Deviations from FIFO order of service recorded at the simulated FIFO queue may signal the need for requeuing a call at another automatic call distributor. With additional information on agents available, the call removal rate may be estimated. Also, delay estimates may be updated based on comparing actual and estimated delays over time. The routing point may be updated with traffic data through, for example, a known telemarketing operations performance management system (TOPMS) or directly from the automatic call distributors via the toll telecommunications network.

WEST**End of Result Set**

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L4: Entry 4 of 4

File: DWPI

Oct 21, 2003

DERWENT-ACC-NO: 2002-019252

DERWENT-WEEK: 200370

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TITLE: Work-flow management method e.g. for automatic call distribution system, involves reserving simulated artificial work item for processing anticipated work item depending on unavailability of real work item

INVENTOR: MULLEN, D

PATENT-ASSIGNEE: AVAYA TECHNOLOGY CORP (AVAYN), LUCENT TECHNOLOGIES INC (LUCE)

PRIORITY-DATA: 2000US-0521795 (March 9, 2000)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 6636599 B1	October 21, 2003		000	H04M003/523
EP 1143364 A1	October 10, 2001	E	012	G06F017/60
CA 2330396 A1	September 9, 2001	E	000	G06F017/60
JP 2001312538 A	November 9, 2001		010	G06F017/60
KR 2001089221 A	September 29, 2001		000	G06F009/46
EP 1143364 B1	May 21, 2003	E	000	G06F017/60
DE 60002825 E	June 26, 2003		000	G06F017/60

DESIGNATED-STATES: AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI DE FR GB

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-NO	DESCRIPTOR
US 6636599B1	March 9, 2000	2000US-0521795	
EP 1143364A1	October 3, 2000	2000EP-0308691	
CA 2330396A1	January 9, 2001	2001CA-2330396	
JP2001312538A	March 9, 2001	2001JP-0066052	
KR2001089221A	March 8, 2001	2001KR-0012026	
EP 1143364B1	October 3, 2000	2000EP-0308691	
DE 60002825E	October 3, 2000	2000DE-0602825	
DE 60002825E	October 3, 2000	2000EP-0308691	
DE 60002825E		EP 1143364	Based on

INT-CL (IPC): G06 F 9/46; G06 F 17/60; H04 M 3/42; H04 M 3/51; H04 M 3/523; H04 Q 3/64

ABSTRACTED-PUB-NO: EP 1143364A

BASIC-ABSTRACT:

NOVELTY - A resource is reserved for processing an anticipated work item by sending

a simulated, artificial work item. The simulated work item is then substituted by the real work item, for processing when the real work item is available.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following :

(a) Work-flow management apparatus;

(b) Computer readable medium containing instruction for executing work-flow management.

USE - E.g. for distributing and managing telephone calls in automatic call distribution (ACD) systems.

ADVANTAGE - Allows work-processing operations to utilize resources commensurate with the needs of high priority works in an environment of differentiated works and resources, thus facilitating integration of low priority works such as back office work with high priority work such as customer communications processing. Hence eliminates manual intervention to reallocate resources which causes delay in resuming of work. Enables realization of high service levels and high resource utilization simultaneously, without undue constraints on the organization of work and resources. Thus improves customer service and reduces burden on supervision.

DESCRIPTION OF DRAWING(S) - The figure shows the functional flow diagram of agent selection procedure.

ABSTRACTED-PUB-NO: EP 1143364A
EQUIVALENT-ABSTRACTS:

CHOSEN-DRAWING: Dwg.2/3

DERWENT-CLASS: T01
EPI-CODES: T01-J05A2; T01-N01A2E; T01-S03;

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Search Results - Record(s) 1 through 10 of 15 returned.☐ 1. Document ID: US 20030158152 A1

L1: Entry 1 of 15

File: PGPB

Aug 21, 2003

PGPUB-DOCUMENT-NUMBER: 20030158152
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030158152 A1

TITLE: Protease inhibitors and their pharmaceutical uses

PUBLICATION-DATE: August 21, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Pecanha, Emerson Poley	Rio de Janeiro		BR	
Figueiredo, Luciana J.O.	Rio de Janeiro		BR	
Bongertz, Vera	Rio de Janeiro		BR	
Antunes, Octavio Augusto Ceva	Rio de Janeiro		BR	
Tanuri, Amilcar	Rio de Janeiro		BR	
Brindeiro, Rodrigo de Moraes	Rio de Janeiro		BR	

US-CL-CURRENT: 514/79; 514/114; 514/357; 514/538; 514/540; 514/601; 514/602,
514/616, 546/329, 546/336, 558/190, 560/41, 564/155, 564/84

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	NUMC
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☐ 2. Document ID: US 20030157113 A1

L1: Entry 2 of 15

File: PGPB

Aug 21, 2003

PGPUB-DOCUMENT-NUMBER: 20030157113
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030157113 A1

TITLE: Compositions and methods for treatment of neoplastic disease

PUBLICATION-DATE: August 21, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Terman, David S.	Pebble Beach	CA	US	

US-CL-CURRENT: 424/184.1; 435/346

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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KVMC

☐ 3. Document ID: US 20030115353 A1

L1: Entry 3 of 15

File: PGPB

Jun 19, 2003

PGPUB-DOCUMENT-NUMBER: 20030115353
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030115353 A1

TITLE: Method and apparatus for extended management of state and interaction of a remote knowledge worker from a contact center

PUBLICATION-DATE: June 19, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Deryugin, Vladimir N.	Lafayette	CA	US	
Giacomini, Patrick	San Francisco	CA	US	
Makagon, Petr	San Francisco	CA	US	
Ryabchun, Andriy	San Francisco	CA	US	
Anisimov, Nikolay	Concord	CA	US	

US-CL-CURRENT: 709/231; 709/203

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 4. Document ID: US 20030058277 A1

L1: Entry 4 of 15

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030058277
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030058277 A1

TITLE: A VIEW CONFIGURER IN A PRESENTATION SERVICES PATTERNS ENVIROMENT

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
BOWMAN-AMUAH, MICHEL K.	COLORADO SPRINGS	CO	US	

US-CL-CURRENT: 345/765

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 5. Document ID: US 20030043832 A1

L1: Entry 5 of 15

File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030043832
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030043832 A1

TITLE: Method for predicting and managing call load by determining the optimum frequency of outbound call generation during an out-bound calling campaign from a call center

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Anisimov, Nikolay	Walnut Creek	CA	US	
Kishinsky, Konstatin	San Carlos	CA	US	
Korolev, Nikolay	Walnut Creek	CA	US	
Pogossiants, Gregory	Palo Alto	CA	US	
Shtivelman, Yuri	San Francisco	CA	US	
Zyarko, Vadim	San Francisco	CA	US	

US-CL-CURRENT: 370/412

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 6. Document ID: US 20030017483 A1

L1: Entry 6 of 15

File: PGPB

Jan 23, 2003

PGPUB-DOCUMENT-NUMBER: 20030017483
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030017483 A1

TITLE: Modulation of molecular interaction sites on RNA and other biomolecules

PUBLICATION-DATE: January 23, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ecker, David J.	Encinitas	CA	US	
Griffey, Richard	Vista	CA	US	
Crooke, Stanley T.	Carlsbad	CA	US	
Sampath, Ranga	San Diego	CA	US	
Swayze, Eric	Carlsbad	CA	US	
Mohan, Venkatraman	Carlsbad	CA	US	
Hofstadler, Steven	Oceanside	CA	US	

US-CL-CURRENT: 435/6; 702/20, 703/11

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 7. Document ID: US 20020181689 A1

L1: Entry 7 of 15

File: PGPB

Dec 5, 2002

PGPUB-DOCUMENT-NUMBER: 20020181689
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020181689 A1

TITLE: System and method for modeling resources for calls centered in a public switch telephone network

PUBLICATION-DATE: December 5, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rupe, Jason	Lafayette	CO	US	
Wang, Weiren	Redmond	WA	US	
Bell, George	Boulder	CO	US	
Berger, Ricky	Boulder	CO	US	

US-CL-CURRENT: 379/219; 379/221.06

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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KMC

☐ 8. Document ID: US 20020177551 A1

L1: Entry 8 of 15

File: PGPB

Nov 28, 2002

PGPUB-DOCUMENT-NUMBER: 20020177551
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020177551 A1

TITLE: Compositions and methods for treatment of neoplastic disease

PUBLICATION-DATE: November 28, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Terman, David S.	Pebble Beach	CA	US	

US-CL-CURRENT: 514/12; 435/325, 530/350

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 9. Document ID: US 20020156586 A1

L1: Entry 9 of 15

File: PGPB

Oct 24, 2002

PGPUB-DOCUMENT-NUMBER: 20020156586
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020156586 A1

TITLE: Method for screening compounds

PUBLICATION-DATE: October 24, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
van Rhee, Albert Michiel	Durham	NC	US	
Spear, Kerry L.	Raleigh	NC	US	
Wagoner, P. Kay	Chapel Hill	NC	US	

US-CL-CURRENT: 702/19; 703/11

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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☐ 10. Document ID: US 20020123983 A1

L1: Entry 10 of 15

File: PGPB

Sep 5, 2002

PGPUB-DOCUMENT-NUMBER: 20020123983

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020123983 A1

TITLE: Method for implementing service desk capability

PUBLICATION-DATE: September 5, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Riley, Karen E.	Denver	CO	US	
McVicker, William D.	Fisher A.C.T.		AU	
Nunn, Stephen	Newbury		GB	
Anand, Samir	Teddington		GB	
Brett, John	London		GB	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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Terms	Documents
acd and simulat\$ and agent and (hierarchy or hierarchi\$)	15

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L1: Entry 11 of 15

File: PGPB

Aug 22, 2002

PGPUB-DOCUMENT-NUMBER: 20020114441

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020114441 A1

TITLE: Distributed hardware/software system for managing agent status in a communication center

PUBLICATION-DATE: August 22, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Coussement, Stefaan Valere Albert	Kortrijk		BE	

US-CL-CURRENT: 379/265.06

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC
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☐ 12. Document ID: US 20020114278 A1

L1: Entry 12 of 15

File: PGPB

Aug 22, 2002

PGPUB-DOCUMENT-NUMBER: 20020114278

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020114278 A1

TITLE: Capability-based routing

PUBLICATION-DATE: August 22, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Coussement, Stefaan Valere Albert	Kortrijk		BE	

US-CL-CURRENT: 370/235; 370/468, 709/224

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	KMC
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☐ 13. Document ID: US 20020064149 A1

L1: Entry 13 of 15

File: PGPB

May 30, 2002

PGPUB-DOCUMENT-NUMBER: 20020064149
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020064149 A1

TITLE: System and method for providing requested quality of service in a hybrid network

PUBLICATION-DATE: May 30, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Elliott, Isaac K.	Colorado Springs	CO	US	
Reynolds, Tim E.	Iowa City	IA	US	
Krishnaswamy, Sridhar	Cedar Rapid	IA	US	

US-CL-CURRENT: 370/352; 370/400

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	KWIC
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☐ 14. Document ID: US 20020057678 A1

L1: Entry 14 of 15

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020057678
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020057678 A1

TITLE: Method and system for wireless voice channel/data channel integration

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Jiang, Yuen Jun	Danville	CA	US	
Chang, Hisao M.	Austin	TX	US	

US-CL-CURRENT: 370/353; 370/465

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	KWIC
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☐ 15. Document ID: US 20020054587 A1

L1: Entry 15 of 15

File: PGPB

May 9, 2002

PGPUB-DOCUMENT-NUMBER: 20020054587
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020054587 A1

TITLE: Integrated customer web station for web based call management

PUBLICATION-DATE: May 9, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Baker, Thomas E.	Monument	CO	US	
Chaffee, Susan L.	Colorado Springs	CO	US	
Chen, Yuchien	Colorado Springs	CO	US	
Gruber, Charles J.	Monument	CO	US	
Fishman, Howard P.	Colorado Springs	CO	US	

US-CL-CURRENT: 370/352; 370/389

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments
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Terms	Documents
acd and simulat\$ and agent and (hierarchy or hierarchi\$)	15

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